

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.
Serial No.: 09/474,643 Group Art Unit: 3623
Filed: December 29, 1999 Docket: 60027.0326US01/BS98041
Title: SYSTEM AND METHOD FOR ELIMINATING AN UNNECESSARY DISPATCH OF A
SERVICE TECHNICIAN

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop AMENDMENT, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on September 15, 2004.

By: Jodi L. Hartman
Name: Jodi L. Hartman

Mail Stop AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450



Sir:

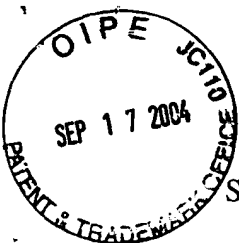
We are transmitting herewith the attached:

- ☒ Transmittal Sheet in duplicate containing Certificate of Mailing
- ☒ Amendment (18 pages)
- ☒ Return postcard

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers or any future reply, if appropriate. Please charge any additional fees or credit overpayment to Deposit Account No. 13-2725. A duplicate of this sheet is enclosed.

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JLH

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PATENT

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Jodi L. Hartman

AMENDMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

The present communication is in response to the Office Action dated June 15, 2004. Please enter the following amendments to the claims and consider the following remarks addressing all points raised by the Office Action as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 10 of this paper.